

14. Position Summary

This position acts as the team lead overseeing and mentoring four lower level examiners. This position performs professional senior work in the examination and investigation of the most complex daily business practices of insurance companies, agencies, and agents. Expert knowledge in at least one line of insurance responsible for complex complaint, rate and form analysis including; complaint appeals, high priority legislative correspondence, as well as reviewing files for further legal investigation. This position prepares information for administrative hearings (this work assists lower-level examiners, the Section Chief, attorneys, Bureau Director and Division Administrator in regulation of the activities of insurance companies, agencies and agents, and in developing section goals and methods and procedures), and provision of leadership in development of policy positions for the agency based on regulatory functions. This position also acts as the primary consumer public and industry expert in their specialty line of insurance and is responsible for writing and maintaining consumer publications.

15. Goals and Worker Activities

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| 50% | A.  | Act as team lead and expert in at least one line of insurance   |
| 15% | A1. | Organize and oversee complex or comprehensive complaint, rate and form review or investigations of an insurance company, agency, or agent's business to determine if business practices comply with the insurance regulations and are acceptable practices. |
|     | A2. | Organize, supervise, direct, and review the work performed by other examiners.  |
|     | A3. | Prepare investigation reports, including recommendations for corrective action of companies and agents reviewed.  |
|     | A4. | Organize and participate in post-action meetings, negotiations, and hearings, as needed.  |
|     | A5. | Independently analyze all areas involving consumer complaint concerns including; underwriting, marketing, claims handling, or policyholder service functions of insurers, agencies, and agents.   |
|     | A6. | Compile information on potential law violations or questionable business practices and complete recommendations for legal action and advanced examiners.  |
|     | A7. | Assist other examiners in analyzing information and making determinations of violations of regulations and questionable business practices and proceed with completing recommendations for legal action.  |
|     | A8. | Assist Section Chief with periodic audits of complaint handling and rate and form review to ensure consistent outcomes and identify areas for improvement.  |
| 30% | B.  | Provide consumer appeals, agent, legislative correspondence, and industry assistance through written correspondence, telephone, or public engagements.  |
|     | B1. | Respond to inquiries on current issues, problems, or questions affecting the consumers, agents, or industry.  |
|     | B2. | Act as Commissioner's representative at special interest group meetings.  |
|     | B3. | Produce and update appropriate consumer publications and notifications regarding specific line of insurance.  |
| 10% | C.  | Organization and development of information for Bureau and agency policy and procedures and in changing regulations.  |
|     | C1. | Analyze reports, regulations, and other information and assist in drafting proposed rules and legislation.  |

## Insurance Examiner – Senior Team Lead

- C2. Advise Bureau Director, Section Chief, and other bureaus on issues requiring further agency analysis, public information, legislation, and rule-making and office policy and positions.
  - C3. Review reports and other information and assist the Advanced Examiners with recommendations.
  - C4. Provide advice for examiners in charge of market conduct examinations.
  - C5. Provide expert advice and assistance to other bureaus.
- 10%      D. Determination of compliance with statutes, Administrative Code, and office policy of insurance forms used by companies doing business in Wisconsin.
- D1. Review submissions referred from other examiners to determine if they are misleading, obscure, unnecessarily complex, fail to contain required information, or include clauses prohibited by statute or code.

### Knowledge, Skills and Abilities

1. In depth knowledge and experience in business, insurance and contract law.
2. Knowledge of insurance principles.
3. Knowledge of analytical and research skills.
4. Knowledge of auditing or investigatory techniques and methodologies.
5. Skill in interviewing to gain information and conduct investigations.
6. Knowledge of specific insurance statistics.
7. Knowledge of risk management principles.
8. Excellent oral and written communication skills, including public speaking and conflict resolution.
9. Technical report and business letter writing.
10. Knowledge and skills relating to computer applications and software packages including database, spreadsheet, PowerPoint, word processing and electronic communications.